California Natural Resources Agency
DEPARTMENT OF FISH AND WILDLIFE

License Agent Document Return Form

DFW 324 (Rev 09/16)

Instructions: All incorrectly sold document(s) (e.g., licenses, tags, report cards, gift vouchers, etc.) must be returned to the **California Department of Fish and Wildlife's (CDFW) License and Revenue Branch, 1740 N. Market Blvd., Sacramento, CA 95834.**

Canceled Documents: Incorrectly sold documents should be immediately canceled through the CDFW sales terminal's Administration Menu after the error occurs. Canceled documents are immediately credited to your account and must be returned to the CDFW's address above, within 30 days, to avoid unreturned canceled document charges.

Non-Canceled Documents: Documents that could not be canceled through the CDFW sales terminal may be returned for account credit by submitting the document with this form and any other documentation that helps substantiate your claim for account credit (e.g., proof of refund, trip log, transaction receipts, etc.). The CDFW will review the documentation to determine if account credit can be authorized. The CDFW cannot authorize credit for reasons, such as, but not limited to: if a document was not canceled timely and a duplicate has been issued, expired documents, documents returned six months after the sales date, or documents returned without a valid reason.

Agents that require assistance with the cancel or document return process, should immediately contact our **License Agent Help Desk at (916) 928-2537** (M-F, 8:00am - 5:00pm PST) or email Agent@wildlife.ca.gov.

SECTION I – CONTACT INFORMATION

Contact Name		Phone Number or Email Address	
Outlet Name		Outlet ID #	
Address	City	State	Zip

SECTION II – DOCUMENT INFORMATION

Clerk ID/Name	Document Number	Reason for Return	Date Returned

PLEASE ALLOW UP TO 15 BUSINESS DAYS FOR PROCESSING

For CDFW Use Only		
Account Credit ☐ Approved ☐ Denied	**Reason:**	**Review By/Date:**